

JOYCE CHAN

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LinkedIn: <https://www.linkedin.com/in/joyce-chan-555465267/> | GitHub: <https://github.com/jaychan0125>

Full-stack web developer with a background in operations management and client engagement. Offering a user-centric approach to website design. Strong in teamwork, communication, adaptability, and end-to-end project development. Hard-working coding bootcamp graduate, looking forward to challenges and growth.

Technical Skills: JavaScript ES6+, React, Node, CSS, HTML5, jQuery, Bootstrap, MySQL, Sequelize, NoSQL, MongoDB, Mongoose, Express, Handlebars, Object Oriented Programming, Model View Controller Paradigm, Mobile-First Design, Progressive Web Apps, MERN Stack, Heroku, Agile Development, GitFlow

PROJECTS

Portfolio | <https://github.com/jaychan0125/Joyces-React-Portfolio> | <https://jaychan0125.github.io/Joyces-React-Portfolio/>
Multi-sectioned portfolio including links to other projects and LinkedIn. Uses React components and useState to display different parts of the portfolio; and uses Axios GitHub API to fetch all the repositories from my GitHub to be dynamically displayed.

- Role: Sole author
- Tools: React, JavaScript, Axios, HTML, CSS, Material UI

TechRacc-Blog | <https://github.com/jaychan0125/TechRacc-Blog> | <https://techracc-blog-jaychan0125-bf5fe97538ed.herokuapp.com/>
Blog application with signup/login capabilities, allowing users to create, read, update, and delete posts and make comments on corresponding posts. Utilizes MySQL databases to organize data and create relationships among the Users, Posts, and Comments.

- Role: Sole authors
- Tools: JavaScript, MySQL, Sequelize, Express, Bcrypt, Handlebars, Sessions, HTML, CSS

Weather Dashboard | <https://github.com/jaychan0125/Weather-Dashboard> | <https://jaychan0125.github.io/Weather-Dashboard/>
Displays a 5-day weather forecast of cities searched by making fetch requests to Open Weather API's geographical locator which then sends another fetch request to access the location's weather information, and utilizes local storage to save cities as dynamically created buttons on the sidebar.

- Role: Sole author
- Tools: JavaScript, jQuery, Dayjs, HTML, CSS, jQuery UI, Bootstrap

WORK EXPERIENCE

Starbucks Canada Inc.

Barista

Markham, Ontario

October 2019 – Present

Provides support through quick, accurate, and friendly service for exceptional customer experiences.

- Efficiently and accurately services customer peaks up to 50 transactions per 30 minute periods while maintaining district-high customer satisfaction scores.
- Adapts quickly to a fast-paced, high-traffic environment with constantly changing products and processes.
- Promotes a supportive work environment, contributing to the lowest turnover rate in the district.

Sherwin Williams

Assistant Store Manager

Stouffville, Ontario

November 2018 – February 2023

Managed store profitability and provided quality customer service customized to each individual client.

- Achieved 116% of yearly budget and volume targets while managing a supply shortage. Implemented a sourcing system utilizing internal and external resources, that led to increased client loyalty.
- Opened 200+ new accounts and established relationships with commercial clients; utilized an advice-based sales approach which resulted in \$125,000+ in new account sales.

- Visited job sites to identify growth opportunities and client challenges. Collaborated with sales reps to provide solutions with critical thinking and problem-solving. Became a trusted business advisor to clients.
- Promoted a friendly and energetic work environment prioritizing trust, collaboration, personal development, and accountability, which resulted in reduced associate turnover.
- Identified opportunities through detailed analysis of financial reports. Discovered increased interest-on-inventory costs from low supplies sales; implemented sales training to increase operational efficiency.
- Ensured compliance with standard operating procedures, leading to successful district and national audits.

EDUCATION

Full Stack Web Development Certificate

University of Toronto School of Continuing Studies Coding Boot Camp

Intensive 24-week program focused on gaining technical coding skills to create dynamic applications, with weekly deliverables in both independently, and collaborative environments.

Toronto, Ontario

August 2023

Canadian Investment Funds Course Certificate (CIFIC)

Investment Funds Institute of Canada

Toronto, Ontario

September 2022

Bachelor of Applied Sciences, Nutrition and Food

Ryerson University

Toronto, Ontario

August 2017